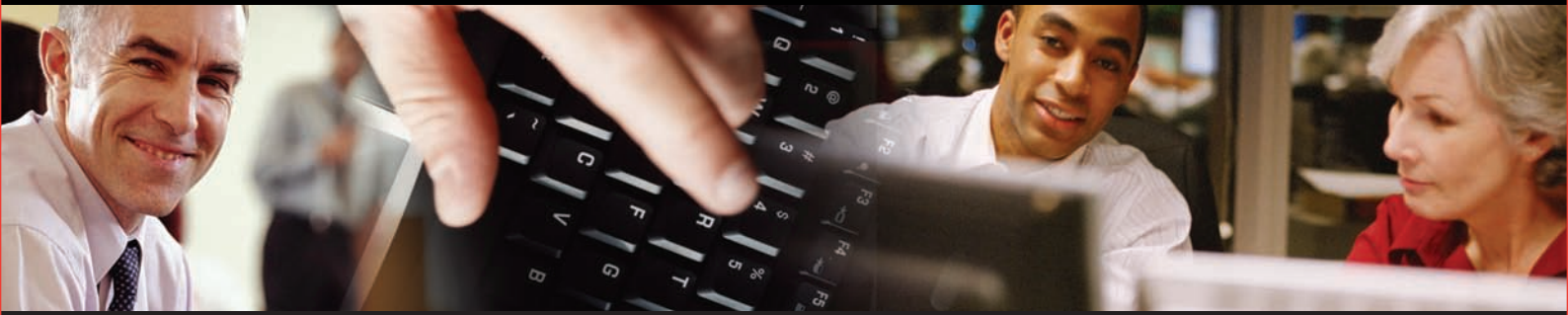
SYMANTEC SMB PRODUCT GUIDE



Confidence in a connected world.

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Confidence in a connected world.

The **Symantec SMB product guide** is designed to provide you with tools and information that will enable you to easily recommend Symantec solutions to your customers. Focusing on Symantec's core SMB products, it provides solutions that address customer pain points, explaining what the products do and the problems that they solve, as well as identifying cross-sell and up-sell opportunities.

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Each product tab contains:
- Customer pain points
- What problems does it solve?
- How to sell it
- Cross-sell and up-sell opportunities
- How do I order it?

SYMANTEC WINDOWS PROTECTION SOLUTION BENEFITS

SYMANTEC BUYING PROGRAMS

SYMANTEC PARTNER PROGRAM

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INTRODUCTION

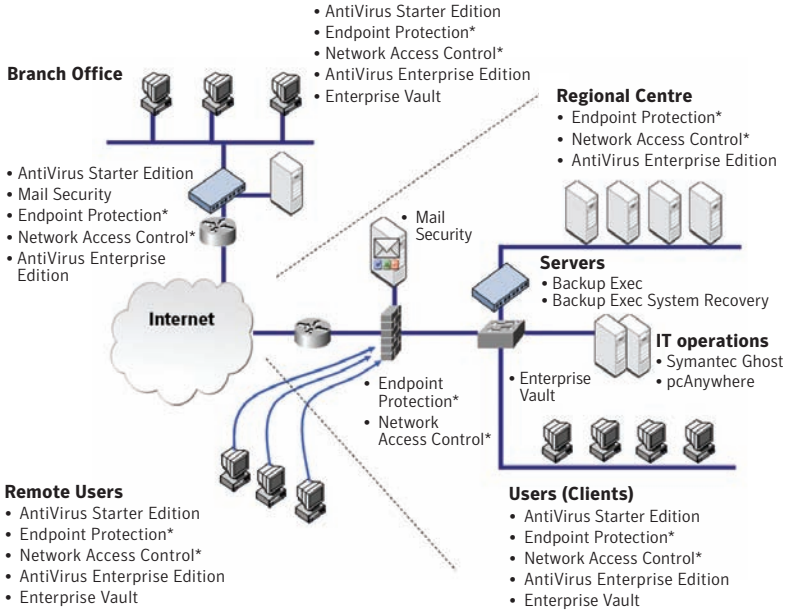
Today's organisations depend on IT-wide applications used by everyone from employees and customers to suppliers and partners. Numerous applications support key business processes such as e-commerce and business intelligence, but they also create a mountain of information that must be successfully harnessed, securely stored and continually accessible.

Businesses can create huge amounts of unstructured, unmanaged information and in today's business environment we are increasingly vulnerable and susceptible to security threats, disasters, outages, regulatory compliance requirements, as well as peaks and troughs in business usage.

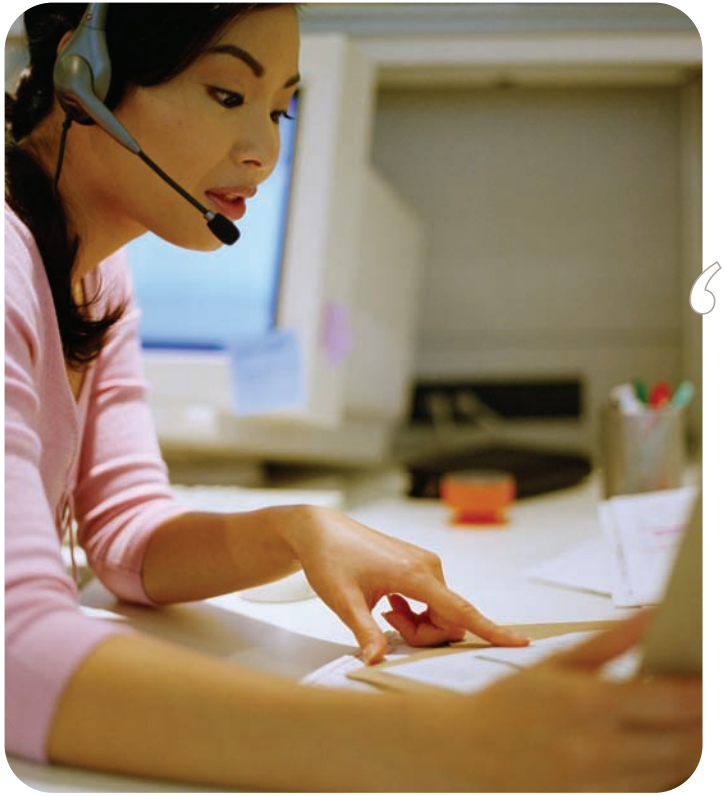
So, how can organisations manage the IT environment whilst at the same time helping to ensure continuity of operations? Every business wants a competitive advantage, especially facing the current and particularly challenging global economic climate. IT must take the initiative and establish strategies to help against inefficiencies and downtime brought on by business requirements.

IT needs to have the tools to protect the business at every level. As the leader in security, data protection and management, Symantec is ideally placed as a key asset in strengthening and streamlining IT initiatives.

Where Symantec products fit within an IT environment



*To be launched soon. See PartnerNet for details.



Who to target:

Strategic IT – VP IT, Director IT, Infrastructure Management, Operational IT Management

Functional IT – Storage Manager, Network Manager, Server Manager, Security Manager, Systems Administrator, Operations Manager, Database Administrator

> *Symantec blocked over 1.5 billion phishing messages, an increase of 19% over the first half of 2006.**

**Symantec Internet Security Threat Report. Trends for July–December 06. Volume XI, Published March 2007*

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Symantec Backup Exec™ for Windows® Servers

1. Backup customer pain points

HOW CAN BACKUP EXEC:

- Protect huge amounts of unstructured, unmanaged information?
- Protect an infrastructure from disasters with data volumes growing at 40-50% per year?
- Protect an infrastructure from outages?
- Manage the peaks and troughs in business usage?
- Protect open files, desktops and remote laptops?
- Ensure continuity of operations?
- Protect the information held across the IT environment?
- Ensure against inefficiencies and downtime?
- Keep information both secure and available?
- Be fast, flexible, fully automated and integrated?

- Protect IT systems and data with a single tool rather than several different vendor tools?
- Improve the functionality, speed and reliability for:
  - Single data item recovery?
  - File retrieval?
  - Dataset recovery?
- Help the business maintain competitive advantage?
- Meet the business's need to:
  - maintain performance?
  - maintain availability?
  - maintain reliability?
- Reduce the complexity of IT?
- Reduce or eliminate backup windows?
- Improve reliability?
- Enhance data security through encryption?

Designed for disk, **Symantec Backup Exec™** delivers cost-effective, easy-to-use, and highly reliable data protection for Windows environments, which include backup, restore, disaster recovery, and single drive library support. It gives organisations the opportunity to use continuous disk-based data protection technologies with options and agents for both remote office as well as desktop and laptop backup. This solution provides comprehensive and cost effective protection for Microsoft® Windows server environments as well as Linux® and NetWare®, with easy-to-use wizards and simplified installation and manageability.

2. What problems does it solve?

- **Allows users to restore their own files**
- **Provides effective solutions for data growth**
- **Helps to eliminate backup windows**
- **Helps to protect data continuously (local and remote) for application databases, file servers, desktops and laptops**
- **Allows access to current and previous Backup Exec versions**
- **Improves backup and retrieval reliability**
- **Provides a comprehensive solution fully integrated from one vendor**

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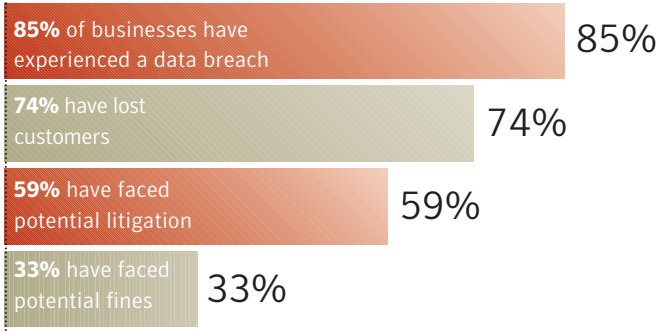
3. How do I sell it?

ASK YOUR CUSTOMERS:

1. What are the greatest threats to the storage and protection of your company's data?
2. How difficult is it to meet your storage and protection obligations?
3. In what ways do storage and protection procedures impact production work and how do you see these changing in the future?
4. Do you feel that you have adequate recovery capabilities in place and how difficult is it to test them?
5. Is the success rate of your backup systems adequate?
6. How many backup tools do you currently use throughout your environment?
7. Many new regulations require you to have the necessary internal controls in place to protect against risk events. Data backup and recovery is one of the most fundamental of these controls. Do you feel confident that you can restore data quickly and reliably during an audit or legal summons?
8. Do you have all the information retained that you would be required to produce during an investigation?
9. Do you want to simplify data backups of your remote offices?
10. Are there tape devices at your remote offices today? Is tape management a problem for you at these sites?

Did you know?



**Source: Report from Ponemon Institute, 2007.*

4. Where to go from here? Cross-sell & Up-sell opportunities

UP-SELL TO:

- **Symantec Backup Exec™ Agents & Options** to grow revenue by increasing the attach rate and increasing the overall deal size. Agents & Options provides greater granularity and faster recovery of specific application or file system data.

CROSS-SELL TO:

- **Symantec Backup Exec™ System Recovery** to provide a comprehensive and complementary Windows data and system protection solution.
- **Symantec Enterprise Vault™** to provide an efficient way to backup, restore and archive critical and growing email data.

RE-SELL TO:

- **Symantec Support and Maintenance Services**, which should be included in every customer proposal. Symantec Support Services include proactive services, online resources and crucial upgrade protection – a must for any customer looking to ensure long-term Windows data and system protection.

Go to: **http://www.symanteccompass.com**

5. How do I order it?

	SKU
BACKUP EXEC 11D FOR WINDOWS SERVERS (Includes Continuous Protection Server)	11054110
CENTRAL ADMIN SERVER OPTION CASO	11053726
ADVANCED DISK BACKUP OPTION ADBO	11053386
INTELLIGENT DISASTER RECOVERY OPTION IDR	11054366
AGENT FOR WINDOWS SYSTEMS AWS (Includes Remote Agent for Windows and Continuous Protection Agent)	11053637
REMOTE AGENT FOR LINUX/UNIX RALUS	11055031
NEW REMOTE AGENT FOR MAC SYSTEMS RAMS	11055124
REMOTE AGENT FOR NETWARE SERVERS RANWS	11055212
ADVANCED OPEN FILE OPTION (INCLUDES AWS) AOFO	11053556
DESKTOP & LAPTOP OPTION 10 CLIENTS DLO	11053960
LIBRARY EXPANSION OPTION LEO	11054482
NEW NDMP OPTION	11054986
SAN SHARED STORAGE OPTION SSO	11055436
EXCHANGE AGENT*	11055362
SHAREPOINT PORTAL SERVER AGENT*	11055628
LOTUS DOMINO AGENT*	11054591
SQL AGENT*	11055523
NEW DB2 AGENT ON WINDOWS*	11053858
NEW ORACLE RAC AGENT ON WINDOWS OR LINUX*	11055937
ORACLE AGENT FOR WINDOWS OR LINUX*	11055842
SAP AGENT*	11055724
ACTIVE DIRECTORY AGENT FOR WINDOWS AD AGENT*	11053346
AGENT FOR MICROSOFT DATA PROTECTION MANAGER DPM AGENT*	11054264

**All these licences come bundled with Agent for Windows Systems (AWS)*

All listed SKUs are for the Express Buying Program for new licence and one year's essential support, unless otherwise stated. **For a full list of product SKUs please contact the Partner Support Group on 0870 243 1000 or email smbpartner@symantec.com.**

Symantec Backup Exec™ System Recovery

1. Disaster recovery customer pain points

HOW CAN BACKUP EXEC SYSTEM RECOVERY:

- Assess disaster recovery requirements?
- Minimise downtime with fast recovery solutions?
- Diminish risk of data loss?
- Reduce costs associated with downtime?
- Ensure effective business continuity measures?
- Assess recovery capabilities?
- Examine options for reducing risk exposure?
- Prevent infrastructure and application vulnerabilities?
- Establish recovery requirements?
- Ensure constant and consistent access to mission critical data?
- Prevent unplanned downtime?
- Prevent the impact of revenue loss?
- Ensure customer satisfaction?
- Ensure continuity of business productivity?
- Prevent the increasing levels of devastation created by disasters?
- Provide higher levels of availability?
- Provide uninterrupted IT operations?
- Ensure that IT can respond quickly to disasters?
- Balance the degree of protection with the level of risk and available budget?
- Develop a robust strategy for sustained loss mitigation?

Symantec Backup Exec™ System Recovery combines the speed and reliability of disk-based, bare-metal system recovery with revolutionary technologies for hardware-independent restoration and lights-out operation. The result is unparalleled freedom to restore systems anytime, from anywhere, to virtually any device. There are three versions which are:

- **Symantec Backup Exec System Recovery Desktop Edition** designed to quickly recover failed Windows-based desktop PC's and remote laptop systems.
- **Symantec Backup Exec System Recovery Standard Server Edition** which provides comprehensive disaster recovery and system recovery in minutes for servers.
- **Symantec Backup Exec System Recovery Small Business Server Edition** designed for organisations that require a sophisticated Windows disk-based disaster recovery solution.

2. What problems does it solve?

- **Helps recover your systems in minutes – not hours or days**
- **Supports recovery to completely different hardware**
- **Supports recovery to a remote location**
- **Supports recovery to a virtual environment**
- **Supports Windows systems restoring anytime, from anywhere, to virtually any device**
- **Includes Restore Anywhere and LightsOut Restore options**
- **Restores a system to dissimilar hardware**

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3. How do I sell it?

ASK YOUR CUSTOMERS:

1. Do you have defined Recovery Point Objectives (RPO) and/or Recovery Time Objectives (RTO) for your applications?
2. Are you satisfied with your current recovery times for failed systems?
3. How confident are you that you could quickly recover critical servers, desktops or laptops with your existing solutions?
4. Have you recently conducted a disaster recovery exercise? Were you satisfied with the results?
5. When was the last time someone had to recover from a system failure? What happened, and how well did it go?
6. How do you recover failed systems in remote locations?
7. Do you have applications that cannot withstand extended outages?
8. Would you like to have business resumption of your applications at a remote site within minutes of declaring a disaster?
9. Have you ever had to recover from a corrupt operating system e.g. virus/worm?
10. Have you ever had to recover from failed application installation e.g. Change Management?
11. Have you ever had to perform a complete disaster or bare metal recovery?
12. Have you ever had to perform complete hardware migrations?
13. Have you ever had to recover from a user error, accidental system file deletion or corruption?
14. Have you ever had to migrate/share recovery points between servers?

4. Where to go from here? Cross-sell & Up-sell opportunities

UP-SELL TO:

- **Symantec Backup Exec™ System Recovery Desktop Edition** to help ensure your customer's Windows desktops are protected in the event of a disaster.

CROSS-SELL TO:

- **Symantec Backup Exec™ System Recovery** to provide a comprehensive and complementary Windows data and system protection solution.
- **Symantec™ Endpoint Protection*** to deliver the highest level of security against existing and emerging threats by providing multi-layered protection with a single client and a single management console. It includes Host Intrusion Prevention, Device Control and Firewall, all through the same single client and incorporates central management and reporting.
- **Symantec Ghost™ Solution Suite** to provide one of the industry-leading imaging, deployment and management of systems, allowing you to restore systems, anytime, from anywhere to virtually any device.

*To be launched soon. See PartnerNet for details.

RE-SELL TO:

- **Symantec Support and Maintenance Services**, which should be included in every customer proposal. Symantec Support Services include proactive services, online resources and crucial upgrade protection – a must for any customer looking to ensure long-term Windows data and system protection.

Go to: **http://www.symanteccompass.com**

5. How do I order it?

	SKU
SYSTEM RECOVERY DESKTOP 7.0	12108420
SYSTEM RECOVERY EXCHANGE RETRIEVE OPTION 7.0	12108794
SYSTEM RECOVERY MANAGER 7.0	12108642
SYSTEM RECOVERY SERVER 7.0	12108106
SYSTEM RECOVERY SMALL BUSINESS SERVER 7.0	12108006
SYSTEM RECOVERY STARTER KIT 7.0	12108857

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Symantec Ghost™ Solution Suite

1. Manageability customer pain points

HOW CAN GHOST SOLUTION SUITE:

- Deliver increasingly greater service to users, often remotely?
- Migrate users to new Windows operating systems such as XP Service Pack 2, or Vista?
- Keep up with hardware refresh demands i.e. new laptops/ desktops?
- Standardise and consolidate IT resources, people and processes?
- Support software migrations for remote devices in branch and/or home offices to ensure reliability and quality in deployments?
- Rapidly set up new PC's with a common OS and applications?
- Comply with a demanding regulatory environment?
- Manage systems via a centralised console?
- Deploy updates with little time and budget efforts?
- Provide a complete set of tools to successfully and reliably deploy Windows?
- Ensure that user customisation is retained from one device to the next?
- Ensure that data is completely wiped clean off retired PC's?

Symantec Ghost™ Solution Suite is an imaging and deployment solution. It supports OS and update migration, patch management and PC retirement as well as helping IT manage and streamline the entire organisation's PC desktop and laptop lifecycle. Administrators can create and deploy entire operating systems, application packages, user personal settings, and security 'hot fixes'. The Ghost Client is installed on the PC giving IT the ability to conduct routine deployments or maintenance remotely. Centrally managed, Ghost can deploy whole application packages or specific PC changes such as registry changes or desktop settings.

2. What problems does it solve?

- **Lifecycle management for PC environments**
- **On-going PC management**
- **Quickly recover a user's original environment**
- **Inventory control**
- **Software monitoring**
- **Hardware refreshes and OS migrations**
- **Supports easy PC replacement**
- **System updates and upgrades – frequent updates to PC's and laptops**
- **Inventory and application/software upgrades**
- **Create duplicates of a PC quickly and easily**
- **Deploy operating systems, applications and configurations to multiple PC's simultaneously**
- **Increase confidence that each PC will be quickly operational allowing employees to be immediately productive**

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3. How do I sell it?

ASK YOUR CUSTOMERS:

1. Have you ever lost a laptop?
2. How many laptops/desktops do you build in a year?
3. How do you ensure the safeguarding of intellectual property?
4. Do you need to simplify the process of managing and maintaining end-point devices throughout your organisation?
5. Do you want to save money, time and effort by automating manual IT processes whilst still ensuring systems are consistent with corporate standards – regardless of where they reside?
6. Do you need to ensure that workstations remain consistent and compliant with corporate standards from acquisition to disposal?
7. Do you want to reduce the risk and liability associated with PC retirement and data disposal?
8. Do you need to manage PC's or groups based on assets?
9. Do you need to deploy updates based on assets?
10. Do you need to identify hardware or software which does not meet corporate standards?
11. Do you need to retain important user data and settings?
12. Do you want to deploy new operating systems and security fixes to multiple PC's simultaneously?
13. Do you want to ensure protection across the whole network within a short timeframe?
14. Do you want to determine which systems need to be replaced from a central location?

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4. Where to go from here? Cross-sell & Up-sell opportunities

UP-SELL TO:

- **Symantec Training Services** to help businesses quickly get up to speed on products, realising a solid return on investment much sooner.
- **Consulting Services** – The PSO provides comprehensive assessment, customised design, implementation and packaged services, each focused on establishing and maintaining integrity through the security and availability of information and IT resources.

CROSS-SELL TO:

- **Symantec Backup Exec™ System Recovery** to provide Gold Standard system recovery allowing you to restore systems, anytime, from anywhere to virtually any device.
- **Symantec™ Endpoint Protection*** to deliver the highest level of security against existing and emerging threats by providing multi-layered protection with a single client and a single management console. It includes Host Intrusion Prevention, Device Control and Firewall, all through the same single client and incorporates central management and reporting.

*To be launched soon. See PartnerNet for details.

RE-SELL TO:

- **Symantec Support and Maintenance Services**, which should be included in every customer proposal. Symantec Support Services include proactive services, online resources and crucial upgrade protection – a must for any customer looking to ensure long-term Windows data and system protection.

Go to: **http://www.symanteccompass.com**

5. How do I order it?

New Licence only	SKU
GHOST SOLUTION SUITE 2.0 STD LIC BAND A	10763126
GHOST SOLUTION SUITE 2.0 STD LIC BAND B	10763127
GHOST SOLUTION SUITE 2.0 STD LIC BAND C	10763114
GHOST SOLUTION SUITE 2.0 STD LIC BAND D	10763110
GHOST SOLUTION SUITE 2.0 STD LIC BAND E	10763111
GHOST SOLUTION SUITE 2.0 STD LIC BAND F	10763112
GHOST SOLUTION SUITE 2.0 STD LIC BAND G	10763098
GHOST SOLUTION SUITE 2.0 STD LIC BAND H	10763099

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Symantec pcAnywhere™

1. Manageability customer pain points

HOW CAN PCANYWHERE:

- Provide helpdesk support to remote and mobile professionals?
- Connect to remote servers?
- Connect to another computer and perform routine maintenance?
- Manage Linux and Windows systems?
- Prevent employees spending too much time away from their desk solving end user issues?
- Prevent work piling up whilst employees are away?
- Prevent incurring travel expense to support remote systems and end users?
- Remotely manage:
  - Security issues and policies?
  - Heterogeneous platforms?
  - Multiple hardware device types?
  - Connectivity?
  - Firewalls and routers?
- Improve helpdesk productivity?
- Improve and meet Helpdesk Service Level Agreements?
- Reduce administrative costs whilst maximising current IT investments?

Symantec pcAnywhere™ lets users connect to any computer, or server, from a remote location, open any file or program that they have permission to access, and work as though they are sitting at their desk in the office. It allows helpdesk operators, network administrators, and other IT professionals to troubleshoot computer problems, support and maintain servers and perform routine maintenance, assess performance, and troubleshoot network issues.

2. What problems does it solve?

- **Enables PC management for multiple site offices, remote offices, teleworkers and travellers**
- **Permits growth of business**
- **Supports remote control/remote management**
- **Frees up helpdesk time for other more important tasks**
- **Reduces helpdesk call time**
- **Accelerates resolution of helpdesk support issues**
- **Improves server maintenance/administration**
- **Supports remote support and training of customer base**
- **Manages remote computers securely across multiple platforms**
- **Supports consistent and reliable connectivity – from anywhere, to anywhere**

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3. How do I sell it?

ASK YOUR CUSTOMERS:

1. Do you currently have a helpdesk solution that resolves Windows, Mac OS X and Linux end user issues quickly and securely?
2. Do your IT administrators need to perform critical management tasks across all key devices and platforms within your organisation?
3. How quickly can you recover a failed Windows system in a remote location?
4. Do your users have administrative access to their workstations? How do you protect against system failure due to Windows configuration or application incompatibility issues?
5. Can your helpdesk remotely assist users in recovering failed Windows systems without having to go onsite?
6. Would you benefit from using the same tools for new system provisioning AND ongoing software distribution and desktop management?
7. Do you have difficulty automating repetitive tasks, such as adding printers or changing configurations?
8. Are you able to schedule scanning and patching of systems, even if they're offline or disconnected from the network?
9. Are you looking to increase both end user and helpdesk productivity with a trusted remote control management solution?
10. Does your current remote control product integrate with your existing applications and processes?
11. Is your current remote control product intuitive and easy to use, configure and deploy?
12. How do you currently handle one-off system management requests e.g. sending a software update to just one machine that may be experiencing issues?

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4. Where to go from here? Cross-sell and Up-sell opportunities

UP-SELL TO:

- **Symantec pcAnywhere™ Access Server** to provide your services teams with a way to support your clients by discovering and connecting to multiple pcAnywhere hosts through a centralised, secure host access point from anywhere, regardless of location or network configuration.

CROSS-SELL TO:

- **Symantec™ Ghost Solution Suite** to provide market-proven and an industry-leading imaging, deployment and management of systems.

RE-SELL TO:

- **Symantec Support and Maintenance Services**, which should be included in every customer proposal. Symantec Support Services include proactive services, online resources and crucial upgrade protection – a must for any customer looking to ensure long-term Windows data and system protection.

5. How do I order it?

	SKU
SYMANTEC PCANYWHERE HOST 12.1 COMPUTER STD LIC EXPRESS BAND A	12205046
SYMANTEC PCANYWHERE HOST 12.1 COMPUTER STD LIC EXPRESS BAND B	12205033
SYMANTEC PCANYWHERE HOST 12.1 COMPUTER STD LIC EXPRESS BAND C	12205034
SYMANTEC PCANYWHERE HOST 12.1 COMPUTER STD LIC EXPRESS BAND D	12205035
SYMANTEC PCANYWHERE HOST 12.1 COMPUTER STD LIC EXPRESS BAND E	12205036
SYMANTEC PCANYWHERE HOST & REMOTE 12.1 COMPUTER STD LIC EXPRESS BAND A	12205156
SYMANTEC PCANYWHERE HOST & REMOTE 12.1 COMPUTER STD LIC EXPRESS BAND B	12205129
SYMANTEC PCANYWHERE HOST & REMOTE 12.1 COMPUTER STD LIC EXPRESS BAND C	12205130
SYMANTEC PCANYWHERE HOST & REMOTE 12.1 COMPUTER STD LIC EXPRESS BAND D	12205131
SYMANTEC PCANYWHERE HOST & REMOTE 12.1 COMPUTER STD LIC EXPRESS BAND E	12205132

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Symantec Enterprise Vault™

1. Email management customer pain points

HOW CAN ENTERPRISE VAULT:

- Provide rapid, secure and continual information availability and integrity?
- Protect unstructured data?
- Ensure the security, storage and continual accessibility of email?
- Manage the costs associated with the storage and management of email?
- Discover unstructured files?
- Secure and log unstructured data?
- Scale the storage requirements?
- Lower the total cost of ownership of messaging infrastructures?
- Improve email performance?
- Manage increasing volume and size of email?
- Manage regulatory compliance requirements?
- Manage retention and discovery needs as legal evidence?
- Provide continuous uptime?
- Find specific old email data to support legal discovery processes?
- Simplify management of messaging systems?
- Reduce the risk of potential downtime?
- Manage the costs associated with email discovery?

Symantec Enterprise Vault™ provides a flexible, software-based archiving framework to enable the discovery of content while reducing storage costs and simplifying management. Enterprise Vault manages information from cradle to grave and is the number one product for document archiving. It helps companies become compliant by providing an auditable data trail that automatically enforces data management policies to match data needs and storage resources by migrating data away from expensive media.

> *Enterprise Vault manages information from cradle to grave and is the number one product for document archiving.*

2. What problems does it solve?

- Migrates enterprise mail environment to current technology
- Consolidates and reduces mail stores
- Centralises user PST files
- Reduces the effort and cost associated with deploying new messaging technologies
- Mitigates risks and impact to user environment
- Creates a solid foundation for future messaging and collaboration initiatives
- Assists clients in adhering to internal and external regulations and standards
- Helps optimise the availability of messaging systems
- Minimises downtime
- Increases user productivity
- Lowers Total Cost of Ownership
- Delivers comprehensive solutions that address archiving, storage, discovery and retrieval
- Facilitates efforts to achieve compliance with laws, standards, and regulations
- Helps reduce storage costs by reducing the size of mail stores
- Helps reduce the time, cost, risk and complexity of email system migration

3. How do I sell it?

ASK YOUR CUSTOMERS:

1. Is the volume and size of emails and/or file shares increasing?
2. Has your messaging storage requirements gone up?
3. Are your mail servers and/or file servers using high-cost storage?
4. Is your exchange system stored on your most expensive storage system?
5. Do you have low storage utilisation rates?
6. Would you benefit from moving old/large files to cheaper storage?
7. Have you implemented mailbox size limits?
8. Do you allow the use of PST files? If so, how are they managed/stored?
9. Do your end-users complain about managing their mailboxes?
10. Do you have regulations that force business messaging retention?
11. Have you considered categorising your email or other unstructured content?
12. Have you ever been involved in an HR or contract dispute?
13. Would you be interested in increasing storage utilisation (using more of the available storage)?
14. Have you investigated a tiered storage approach? Would you like to discover ways to implement tiered storage transparently to the environment?
15. How easy is information/data legal retrieval?

4. Where to go from here? Cross-sell & Up-sell opportunities

UP-SELL TO:

- **Symantec Backup Exec™ 10d** to give organisations the opportunity to use continuous disk-based data protection technologies. It is designed to deliver cost-effective, easy-to-use, and highly reliable data protection for Windows environments which include backup, restore, disaster recovery, single drive library support, Exchange Server, SQL Server, and SharePoint Services protection and recovery.
- **Symantec Backup Exec™ System Recovery** (formerly LiveState Recovery) which combines the speed and reliability of disk-based, bare-metal Windows® System Recovery with revolutionary technologies for hardware-independent restoration and lights-out operation. The result is unparalleled freedom to restore systems anytime, from anywhere, to virtually any device.

CROSS-SELL TO:

- **Symantec™ Endpoint Protection*** to deliver the highest level of security against existing and emerging threats by providing multi-layered protection with a single client and a single management console. It includes Host Intrusion Prevention, Device Control and Firewall, all through the same single client and incorporates central management and reporting.
- **Symantec™ IM Manager**, the industry's most widely deployed and trusted solution for secure IM management. It supports organisations to control the use of public and business IM for real-time communication while helping to ensure compliance with legal and corporate governance policies.

*To be launched soon. See PartnerNet for details.

RE-SELL TO:

- **Symantec Support and Maintenance Services**, which should should be included in every customer proposal. Symantec Support Services include proactive services, online resources and crucial upgrade protection – a must for any customer looking to ensure long-term Windows data and system protection.

5. How do I order it?

Please contact your Value-Added Distributor for further information.

Symantec AntiVirus™ Enterprise Edition* (Multi-tier Protection)

1. Security customer pain points

HOW CAN SYMANTEC ANTIVIRUS ENTERPRISE EDITION (MULTI-TIER PROTECTION):

- Protect against complex threats attacking all layers of the system?
- Manage threats that are silent and unnoticed with variants?
- Manage threats that are highly targeted and regionalised?
- Manage threats that steal data, damage brands and have an unclear impact?
- Manage remediation that is more complex, where it may be necessary to investigate data leaks?
- Manage threats that are targeting uneducated network clients and other endpoints?
- Protect against:
  - Dangerous device usage i.e. MP3 players, USB drives, CD/DVDs?
  - Software downloads i.e. screen savers, P2P, Head games?
  - Misleading applications i.e. SpySherrif/WinFixer?
- Prevent rogue applications i.e. P2P, gaming, spambots, or zombies?
- Assess the impact of Firewall policy changes before they are applied?
- Consolidate separate security agents into a single client with a single management console?
- Protect the IT environment from viruses, worms, rootkits, spyware and Zero Day attacks?
- Protect the organisation from financial loss?
- Protect the company's reputation from harm?
- Protect the organisation from threats coming from insiders?
- Provide fast, reliable scanning and repair with minimal network impact?
- Provide proactive outbreak prevention?
- Defend the network against a new worm or virus?
- Prevent network security breaches?
- Identify and isolate infected systems, pinpointing which users, applications, or servers are affected, whilst gauging the impact to the business?
- Provide a multi-tier security approach?
- Protect against Web application vulnerabilities?

** This new version of Symantec AntiVirus Enterprise Edition (Multi-tier Protection) will be available from Sept 07. For more details see PartnerNet.*

Symantec AntiVirus™ Enterprise Edition includes:
Symantec™ Endpoint Protection*, Symantec™ Mail Security for Microsoft® Exchange, Domino®, SMTP, and Symantec™ Web Security. It provides virus protection, content compliance, and spam prevention for the Internet, email and Web gateways, as well as Domino and Exchange environments with virus, spyware. Host Intrusion Prevention, Firewall and Device Control for workstations and network servers. It is a comprehensive, easy-to-deploy solution that combines leading virus scanning technologies, multi-layered antispam tools, and flexible policy-based filtering along with Symantec's global Security Response infrastructure to provide effective protection at every network tier across the IT infrastructure.

*To be launched soon. See PartnerNet for details.

2. What problems does it solve?

- **Provides proactive protection**
- **Provides client firewall**
- **Provides endpoint security**
- **Protects against worms, Trojans, network attacks/intrusion, crimeware**
- **Protects mobile computers/mobile workforce**
- **Provides wireless users with VPN access**
- **Protects airports, hotels, coffee shops, restaurants and other hotspots!**

"During this period, 8,258 new Win32 variants were reported to Symantec, an increase of 22% over the first half of 2006.

Trojans accounted for 60% of the top 50 malicious code samples when measured by potential infections."*

**Symantec Internet Security Threat Report. Trends for July–December 06. Volume XI, Published March 2007*

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Did you know?

64% of vulnerabilities are Web-based applications and can be exploited by simple codes or even existing threats entering open ports on client systems

64%

Symantec Internet Security Threat Report. Trends for July–December 06. Volume XI, Published March 2007

3. How do I sell it?

ASK YOUR CUSTOMERS:

1. Are you concerned about today's complex threats?
2. As threats now attack every layer of the computer as well as the operating system, do you feel your organisation should be looking for more comprehensive security protection?
3. Do you deploy agents from multiple vendors to provide your desktop security?
4. How much time does it take to patch your systems after a new vulnerability is announced?
5. How do you currently manage updates of your organisation's PC's with patches and software updates?
6. Are you looking for a scalable, proactive, multi-tier solution?
7. Does your current AV provider detect, remove and repair threats?
8. Are you looking to minimise administrator involvement and optimise response time?
9. Would you benefit from a single report of all your malware threats?

4. Where to go from here? Cross-sell and Up-sell opportunities

UP-SELL TO:

- **Symantec™ Mail Security** to incorporate Brightmail AntiSpam™ technology, delivering antispam effectiveness rates of 95% and the industry's highest accuracy rate against false positives (99.9999%).

CROSS-SELL TO:

- **Symantec Backup Exec™ 11d** to deliver cost-effective, easy-to-use, and highly reliable data protection for Windows environments, which include backup, restore, disaster recovery, and single drive library support.
- **Symantec™ Network Access Control*** for a comprehensive end-to-end network access control solution which securely controls access to corporate networks, enforces endpoint security policy and easily integrates with all existing network infrastructures.

*To be launched soon. See PartnerNet for details.

RE-SELL TO:

- **Symantec Support and Maintenance Services**, which should be included in every customer proposal. Symantec Support Services include proactive services, online resources and crucial upgrade protection – a must for any customer looking to ensure long-term Windows data and system protection.

Go to: **http://www.symanteccompass.com**

5. How do I order it?

	SKU
ANTIVIRUS ENTERPRISE EDITION 10.2 BAND A	10780464
ANTIVIRUS ENTERPRISE EDITION 10.2 BAND B	10780466
ANTIVIRUS ENTERPRISE EDITION 10.2 BAND C	10780468
ANTIVIRUS ENTERPRISE EDITION 10.2 BAND D	10780470
ANTIVIRUS ENTERPRISE EDITION 10.2 BAND E	10780472
ANTIVIRUS ENTERPRISE EDITION 10.2 BAND F	10780474
ANTIVIRUS ENTERPRISE EDITION 10.2 BAND G	10780476
ANTIVIRUS ENTERPRISE EDITION 10.2 BAND H	10780478

All listed SKUs are for the Express Buying Program for new licence and one year's essential support, unless otherwise stated. **For a full list of product SKUs please contact the Partner Support Group on 0870 243 1000 or email smbpartner@symantec.com.**

Symantec AntiVirus™ Starter Edition

Symantec AntiVirus Starter Edition provides industry leading antivirus and anti-spyware protection* for companies with less than 100 users. This cost-effective solution includes central deployment and updating to keep cost of ownership low whilst still staying ahead of the ever changing malware threat.

1. Malware customer pain points

HOW CAN ANTIVIRUS STARTER EDITION:

- Maintain effective malware security?
- Provide industry leading protection?
- Centrally deploy and update their malware security?
- Prevent
  - Viruses?
  - Trojans?
  - Spyware?
  - Rootkits?
- Keep up to date on malware threats hitting the network?
- Reduce client overheads while providing high levels of malware protection?
- Ensure an easy upgrade path as the business security needs mature?
- Protect clients and servers?
- Have confidence in their security partner?

** Winner of 31 consecutive Virus Bulletin 100 awards and AV-Test/TUEV Saarban Anti-Spyware review.*

Symantec AntiVirus™ Starter Edition provides industry leading malware protection for customers with 100 users or less. Combined with central deployment, updating and network alerting to minimise administration requirements, it is designed to automatically keep machines updated against the latest malware threats.

2. What problems does it solve?

- **Lowers cost with industry leading levels of protection**
- **Lowers administration overheads**
  i. Easy central deployment
  ii. Automated LiveUpdate process
- **Comprehensive malware protection**
  i. Viruses
  ii. Spyware
  iii. Trojans
  iv. Rootkits

> *The volume of Trojans in the top 50 malicious code samples reported to Symantec increased from 23% to 45%**

**Symantec Internet Security Threat Report. Trends for July–December 06. Volume XI, Published March 2007*

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3. How do I sell it?

ASK YOUR CUSTOMERS:

1. Do you need high levels of malware protection at the lowest cost?
2. Do you still need industry leading malware protection?
3. Would having a single client agent for antivirus and anti-spyware make administration easier?
4. Do you want an easy upgrade path to add layers of security protection as your needs progress?
5. Is central deployment and updating an important factor in choosing your malware solution?
6. Do you need to have confidence in your security partner?

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4. Where to go from here? Cross-sell and Up-sell opportunities

UP-SELL TO:

- **Symantec™ Endpoint Protection*** to provide multi-layered protection against far more than just viruses. Antivirus, anti-spyware, Firewall, IPS and Device Control combined in a single agent delivers one of the most comprehensive protection solutions available. Enhanced management, alerting and reporting help to ensure that administrators always know what is happening with their security solution and can have confidence that their protection is doing its job.

*To be launched soon. See PartnerNet for details.

CROSS-SELL TO:

- **Symantec Ghost™ Solution Suite** – an imaging and deployment solution supporting:
  i. OS and update migration
  ii. Patch management
  iii. PC retirement.

  Ghost Solution Suite helps IT manage and streamline the entire organisation's PC desktop and laptop lifecycle.
- **Symantec Brightmail AntiSpam™** to deliver antispam effectiveness rates of 95% and the industry's highest accuracy rate against false positives (99.9999%). Together with Network Access Control, it provides comprehensive protection against critical email security threats, including spam, viruses, phishing, directory harvest attacks, denial of service attacks and inbound and outbound content compliance.

RE-SELL TO:

- **Symantec Support and Maintenance Services** which should be included in every customer proposal. Symantec Support Services include proactive services, online resources and crucial upgrade protection – a must for any customer looking to ensure long-term Windows data and system protection.
  Go to: **http://www.symanteccompass.com**

5. How do I order it?

	SKU
ANTIVIRUS STARTER ED WORKSTATIONS & SERVERS 10.2 BAND A	12206351
ANTIVIRUS STARTER ED WORKSTATIONS & SERVERS 10.2 BAND B	12206353
ANTIVIRUS STARTER ED WORKSTATIONS & SERVERS 10.2 BAND C	12206355
ANTIVIRUS STARTER ED WORKSTATIONS & SERVERS 10.2 BAND D	12206357
ANTIVIRUS STARTER ED WORKSTATIONS & SERVERS 10.2 BAND E	12206359
ANTIVIRUS STARTER ED WORKSTATIONS & SERVERS 10.2 BAND F	12206361
ANTIVIRUS STARTER ED WORKSTATIONS & SERVERS 10.2 BAND G	12206363
ANTIVIRUS STARTER ED WORKSTATIONS & SERVERS 10.2 BAND H	12206365
ANTIVIRUS STARTER ED WORKSTATIONS 10.2 BAND A	12206319
ANTIVIRUS STARTER ED WORKSTATIONS 10.2 BAND B	12206321
ANTIVIRUS STARTER ED WORKSTATIONS 10.2 BAND C	12206323
ANTIVIRUS STARTER ED WORKSTATIONS 10.2 BAND D	12206325
ANTIVIRUS STARTER ED WORKSTATIONS 10.2 BAND E	12206327
ANTIVIRUS STARTER ED WORKSTATIONS 10.2 BAND F	12206329
ANTIVIRUS STARTER ED WORKSTATIONS 10.2 BAND G	12206331
ANTIVIRUS STARTER ED WORKSTATIONS 10.2 BAND H	12206333

All listed SKUs are for the Express Buying Program for new licence and one year's essential support, unless otherwise stated. **For a full list of product SKUs please contact the Partner Support Group on 0870 243 1000 or email smbpartner@symantec.com.**

Symantec™ Mail Security Series

1. Mail security customer pain points

HOW CAN MAIL SECURITY:

- Prevent rising volumes of spam which reduce the usefulness of email by forcing users and IT staff to expend additional time to store, identify and delete spam?
- Prevent viruses and related threats that continue to pose a major risk to security and data integrity?
- Prevent malicious infection from both external and internal sources?
- Reduce the cost of managing the email infrastructure?
- Reduce the exponential growth in IT costs by exceeding the capacity of email gateway systems, mail transfer agents (MTAs), email storage servers, groupware servers and bandwidth?
- Expand or change current solutions?
- Ensure compliance with Government and industry regulations?
- Prevent data leakage?
- Reduce the risk of confidential data loss and the monetary impact of intellectual property disclosures?
- Give organisations the ability to comply with regulated disclosures?
- Manage security with limited IT support?
- Manage plans to enhance email infrastructure now or in the future?
- Evaluate current email security?

Symantec™ Mail Security Series appliances, incorporate Brightmail AntiSpam™ technology, delivering antispam effectiveness rates of 95% and the industry's highest accuracy rate against false positives (99.9999%). Together with email firewall, antivirus technologies, and Symantec's Security Response Operations Centres, it provides comprehensive protection against critical email security threats, such as spam, viruses, phishing, directory harvest attacks, denial of service attacks, together with inbound and outbound content compliance. There is also an extensive technology Partner Program that supports compatibility with other vendor solutions in encryption, content security, and regulatory compliance.

> *"In the last six months of 2006, 0.68% of all spam email contained malicious code. This means that one out of every 147 spam messages blocked by Symantec Brightmail AntiSpam contained malicious code.*"*

**Symantec Internet Security Threat Report. Trends for July–December 06. Volume XI, Published March 2007*

2. What problems does it solve?

- **Supports to protect the network from spam and viruses**
- **It is fast and easy to deploy**
- **Allows messaging traffic to be scanned for regulatory compliance and content policy restrictions**
- **Secures the email infrastructure more effectively with 'zero day' antivirus protection**
- **Provides advanced policy rules filters, identifying inappropriate content within most file formats and blocking files based on true file type (not just file extension)**
- **Includes security risk management features, which help block spyware and adware, as well as mitigate existing security risks**
- **Includes flexible user and group-based policy enforcement rules, allowing creation of targeted rules to prevent inappropriate communications**
- **Provides enhanced centralised management, enabling IT administrators to update settings of individual servers and groups of servers remotely**
- **Delivers hourly virus updates using Symantec Rapid Release, that enables quick response to new threats**
- **Has a redesigned user interface that provides an intuitive, consistent, high performance administration experience**

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3. How do I sell it?

ASK YOUR CUSTOMERS:

1. How many email users do you want to protect?
2. Do you have problems with false positives?
3. Do you have high levels of inbound spam?
4. Do you have to manage false positives and missed spam?
5. Who in your organisation manages your IT security?
6. Is security a core skill in your IT organisation?
7. What does your current security infrastructure look like?
8. Are there plans to address issues, gaps, or company initiatives?
9. Do you have problems with data leakage and meeting regulatory requirements?
10. Do you benefit from having multi-layered protection at every tier of your network?
11. Do you need an easy-to-deploy, all-in-one solution due to limited IT resources?

4. Where to go from here? Cross-sell and Up-sell opportunities

UP-SELL TO:

- **Symantec Enterprise Vault™** to provide a flexible, software-based archiving framework to enable the discovery of content while reducing storage costs and simplifying management. Enterprise Vault manages information from cradle to grave and is the number one product for document archiving.

CROSS-SELL TO:

- **Symantec™ IM Manager** to enable partners to meet customer needs and grow revenue with industry-leading instant messaging security, management, and compliance archiving.
- **Symantec™ Endpoint Protection*** to deliver the highest level of protection to organisations from existing and emerging threats by providing seamless and multi-layered endpoint protection and simplifying endpoint security administration.

*To be launched soon. See PartnerNet for details.

RE-SELL TO:

- **Symantec Support and Maintenance Services** which should be included in every customer proposal. Symantec Support Services include proactive services, online resources and crucial upgrade protection—a must for any customer looking to ensure long-term Windows data and system protection.

Go to: **http://www.symanteccompass.com**

5. How do I order it?

	SKU
SYMANTEC MAIL SECURITY 8320 APPLIANCE	10744982
SYMANTEC MAIL SECURITY 8340 APPLIANCE	10744985
SYMANTEC MAIL SECURITY APPLIANCE SERIES ANTIVIRUS 5.0 SUB LIC REWARDS BAND A ESSENTIAL 24MO	11084516
SYMANTEC MAIL SECURITY APPLIANCE SERIES ANTISPAM 5.0 SUB LIC REWARDS BAND A ESSENTIAL 24MO	11084130
SYMANTEC MAIL SECURITY APPLIANCE SERIES ANTISPAM + ANTIVIRUS 5.0 SUB LIC REWARDS BAND A ESSENTIAL 24MO	11084329
SYMANTEC MAIL SECURITY APPLIANCE SERIES ANTIVIRUS 5.0 SUB LIC REWARDS BAND B ESSENTIAL 24MO	11084490
SYMANTEC MAIL SECURITY APPLIANCE SERIES ANTISPAM 5.0 SUB LIC REWARDS BAND B ESSENTIAL 24MO	11084136
SYMANTEC MAIL SECURITY APPLIANCE SERIES ANTISPAM + ANTIVIRUS 5.0 SUB LIC REWARDS BAND B ESSENTIAL 24MO	11084305
SYMANTEC MAIL SECURITY APPLIANCE SERIES ANTIVIRUS 5.0 SUB LIC REWARDS BAND C ESSENTIAL 24MO	11084496
SYMANTEC MAIL SECURITY APPLIANCE SERIES ANTISPAM 5.0 SUB LIC REWARDS BAND C ESSENTIAL 24MO	11084142
SYMANTEC MAIL SECURITY APPLIANCE SERIES ANTISPAM + ANTIVIRUS 5.0 SUB LIC REWARDS BAND C ESSENTIAL 24MO	11084311
SYMANTEC MAIL SECURITY APPLIANCE SERIES ANTIVIRUS 5.0 SUB LIC REWARDS BAND D ESSENTIAL 24MO	11084502
SYMANTEC MAIL SECURITY APPLIANCE SERIES ANTISPAM 5.0 SUB LIC REWARDS BAND D ESSENTIAL 24MO	11084123
SYMANTEC MAIL SECURITY APPLIANCE SERIES ANTISPAM + ANTIVIRUS 5.0 SUB LIC REWARDS BAND D ESSENTIAL 24MO	11084317
SYMANTEC MAIL SECURITY APPLIANCE SERIES ANTIVIRUS 5.0 SUB LIC REWARDS BAND E ESSENTIAL 24MO	11084487
SYMANTEC MAIL SECURITY APPLIANCE SERIES ANTISPAM 5.0 SUB LIC REWARDS BAND E ESSENTIAL 24MO	11084117
SYMANTEC MAIL SECURITY APPLIANCE SERIES ANTISPAM + ANTIVIRUS 5.0 SUB LIC REWARDS BAND E ESSENTIAL 24MO	11084303

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For a full list of product SKUs please contact the Partner Support Group on 0870 243 1000 or email smbpartner@symantec.com.

SYMANTEC WINDOWS® PROTECTION SOLUTION BENEFITS

Backup

- One single solution, reducing cost of licensing, disparate backup and management tools
- Full hardware leverage with increased functionality by using software-based technologies
- Simplified management procedures across IT
- Reduced personnel needed for offsite backups
- Reduced administration for system and data recovery
- Common toolset to manage storage, servers, security and PC's
- Reduced number of media devices needed for the backup and recovery of data
- Reduced number of CPU and memory resources required for backup and recovery
- Reduced backup window and resources required for backup and recovery
- Reduced administration costs through centralisation
- Common toolset for backup and recovery

IT Management

- Utilise common open functionality to simplify management
- Reduced support and maintenance costs due to less physical assets being acquired
- Reduced cost of administration by using common toolset
- Reduced management costs from a single interface
- Optimised consistency of management and simplification of deployment
- Reduced disk acquisition
- Reduced infrastructure costs
- Reduced IT management costs
- Reduced administration of storage via centralisation
- Automatic discovery of all devices, servers, file systems and databases enabling accurate and streamlined asset management
- Reduced administration for bare-metal recovery
- Simplified day-to-day operations

Security

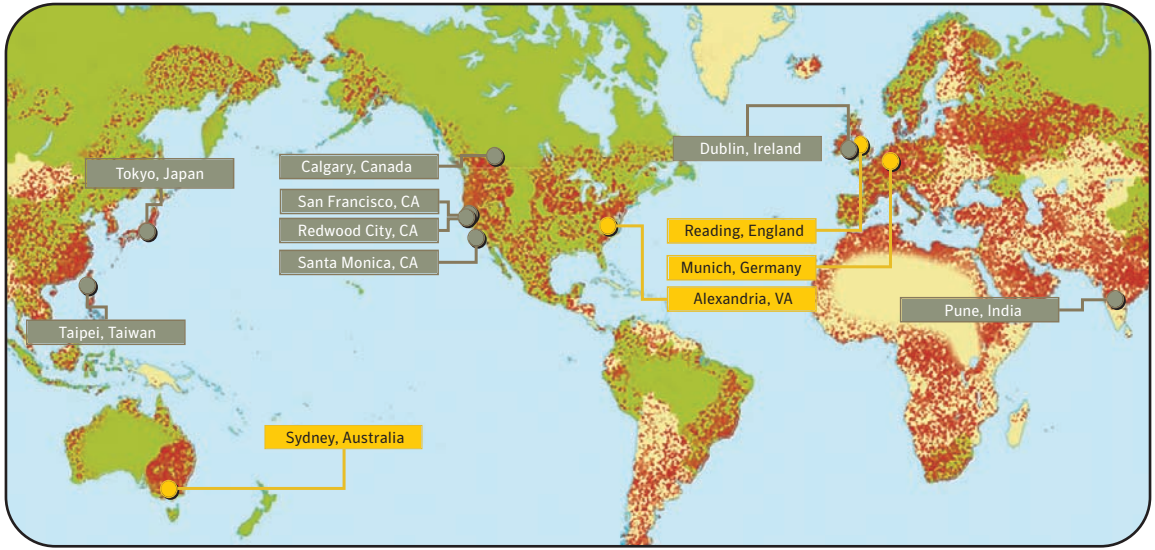
- One solution for all security issues
- Reduced acquisition costs
- Improved utilisation of existing resources
- Reduced number of security infrastructure costs
- Reduced CPU and memory requirements through optimised security systems
- Leverage best-of-breed security solutions
- Improved security posture
- Reduced administration of security practices via centralisation
- Reduced cost of administration by using common toolset for security
- Central console to launch and manage multiple devices
- Automatic discovery of all security devices enabling accurate and streamlined asset management

"Symantec provides IT organisations with unmatched control to proactively mitigate security risks, increasing information availability, and the ability to evolve the Windows infrastructure over time."

Gareth Fraser-King, Symantec Corporation, May 2007

Symantec™ Global Intelligence Network

>6,200 Managed Security Devices + 120 Million Systems Worldwide + 30% of World's Email Traffic + Advanced Honeypot Network



4 Symantec SOCs

+

74 Symantec Monitored Countries

+

40,000+ Registered Sensors in 180+ Countries

+

8 Symantec Security Response Centres

"Symantec documented 2,526 vulnerabilities in the second half of 2006, 12% higher than the first half of 2006, and a higher volume than in any other previous six-month period."*

**Symantec Internet Security Threat Report. Trends for July–December 06. Volume XI, Published March 2007*

Your Infrastructure. Your Information. Your Interactions. Symantec protects them all.

Protection inspires trust. It instills confidence. It provides freedom for anyone anywhere to work and play in a connected world. Only one company has the experience and technological expertise to provide this kind of comprehensive protection. That company is Symantec.

As a worldwide leader in data security and storage management, Symantec helps organisations protect their infrastructures, interactions and information across numerous and complex IT systems. For more than 20 years, Symantec has been protecting more people and more companies than anyone in the world; enabling organisations and individuals to work, communicate and interact safely in a connected world. We've made it our job to recognise how the digital universe is changing and to quickly develop solutions to keep our customers ahead of the emerging risks.

SYMANTEC BUYING PROGRAMS

AT-A-GLANCE

Symantec's buying programs offer corporate customers and clients in the academic and government arenas a simplified purchasing process. In most instances, the programs enable procurement with a single purchase order, with products delivered in a single shipment, and on a single invoice.

For more information go to:
www.symantec.com/buyingprograms
or visit **PartnerNet**

PROGRAM ELEMENTS	Symantec Express	Symantec Rewards	Symantec Enterprise Options	Symantec Government	Symantec Academic
Type of organisation	Small to medium	Medium to large	Large	Government entities at all levels – national to local	Government approved academic institutions
Minimum purchase requirements	1 server per transaction *or* 5 licences[1]	6,000 points initial order[2]	Contact Symantec	1 server per transaction *or* 5 licences[1]	1 server per transaction or 5 licences[1]
Agreement type	Certificate	Online terms and conditions	Contract	Certificate	Certificate
Discounts	Per transaction	Based on terms of program/ accumulated points	Contract – based on terms of program contract	Per transaction	Per transaction
Licence deployment rights	Country of purchase	Based on program terms	Based on contract terms	Country of purchase	Country of purchase
Centralised purchasing for subsidiaries/affiliates	No	Yes	Yes	No	No
Available support and maintenance services	Yes	Yes	Yes	Yes	Yes
Consolidation of support and maintenance service	No	Yes	Yes	No	No
Symantec Agreement Number (SAN)	Yes	Yes	Yes	Yes	Yes

[1] If customers order more than 500 units, they should contact their Symantec partner for more information regarding their eligibility for Symantec Rewards, which offers an ongoing relationship with Symantec and provides greater program benefits.

[2] Points are assigned per SKU (point products). Refer to the Symantec Buying Program guide for more information.

The more licences ordered on a given transaction, the greater the pricing incentives.

SYMANTEC EXPRESS

Symantec Express is designed especially for small to mid-size companies that need an easier way to purchase small licence quantities for use within a single country, without time-consuming negotiations. Small and mid-size business customers use this program to purchase all Symantec security and availability products, plus support and maintenance options. The more licences ordered on a given transaction, the greater the pricing incentives. (Volume incentives do not accumulate over multiple transactions.)

Express Highlights

- Access to all Symantec availability and security software products, plus support and maintenance options through one source – a Symantec partner.
- Minimum purchase requirements of as few as five desktop licences or one server licence.
- Larger orders on the same transaction provide larger incentives.
- No upfront negotiations or contracts required.
- Ability to bundle licences and support services.
- Licensed software can be used anywhere within the country of purchase.

Why the Symantec Express Program?

- Smaller order sizes
- No forecasting capabilities required
- No ongoing purchasing commitments

The Express Way to Buy

Express customers simply purchase the number of required licences from a Symantec reseller. They will receive a licence certificate from Symantec that contains the terms and conditions. There's no signed contract or legal review. For important product upgrades and technical assistance, Symantec Essential Support or Basic Maintenance options are available and ordering is just as easy as purchasing products.

Band levels	Minimum quantities
S	1
A	5 - 24
B	25 - 49
C	50 - 99
D	100 - 249
E	250 - 499
F	500 - 999
G	1,000 - 2,499
H	2,500+

SYMANTEC REWARDS

The Symantec Rewards program is designed for mid-size and large companies and uses a point accumulation process to provide customers with greater discount eligibility as their purchases of Symantec products and support accrue.

Reward highlights:

- Access to all Symantec security and availability software products, plus support and maintenance options
- Volume purchase incentives
- Predictable pricing methodology, regardless of volume
- The ease and flexibility of centralised purchasing
- On-line convenience, with an automated enrolment application to review and accept program terms and conditions

In most instances, the programs enable procurement with a single purchase order, with products delivered in a single shipment, and on a single invoice.

How Rewards Works

Each Symantec SKU has a designated number of points assigned to it, and, as customers purchase incremental products, they accumulate points (on an annual basis). As the points accumulate, customers move into more advantageous price bands.

Band levels	Minimum accumulated points
A	6,000 - 11,999
B	12,000 - 19,999
C	20,000 - 49,999
D	50,000 - 99,999
E	100,000+

Support and Maintenance

For product upgrades and technical assistance, Symantec Essential Support or Basic Maintenance is available, and ordering is just as easy as purchasing products.

SYMANTEC PARTNER PROGRAM

As a Symantec Partner you have access to resources, helping you increase your revenue, expand your reach in the marketplace and develop new business opportunities. Symantec offers a variety of partnering opportunities based on your business model.

The bottom line: our partnership program could increase your sales. You'll have access to all our latest product news and information, help with training and the chance to tap into our marketing resources. You can also leverage from the Symantec brand and be able to trade on our reputation for delivering confidence in a connected world. Together, it adds up to the best way to find out how to make the right recommendations to your customers.

Partner Benefits:

- NFRs
- Promotions
- News and Events
- Partner Enablement Toolkit
- Training and Sales Tools

...and much more!

var Business 5 STAR
PARTNER PROGRAM WINNER
2007

CONTACT DETAILS

The Symantec Partner Support Group

A new resource for SMB partners

The Partner Support Team is the key resource for Symantec's Silver and Registered Channel Partners who need assistance in crafting Symantec solutions for end users. This internal team work alongside your field based Channel team. Our mission is to help partners to be more effective and efficient, pre sale. We will provide you with answers to time-sensitive questions around SKUs, part numbers, quotes, buying programs, product information and deal configuration.

smbpartner@symantec.com

0870 243 1000

Symantec Customer Care

emea_customercare@symantec.com

0870 243 1003

Distributor contact details

CMS Peripherals UK	**0208 9622578** Dean Ellingham *dellingham@cmsperipherals.com*
CMS Peripherals Ireland	**00353 9 49374051** Niamh Carroll *ncaroll@cmsperipherals.com*
Computer 2000	**0870 401 0848** Penny Wilson *penny.wilson@computer2000.co.uk* Zoe Hepper *zoe.hepper@computer2000.co.uk*
Ingram Micro	**0870 405 3260** Sarah Spencer *sarah.spencer@ingrammicro.co.uk*
Computerlinks	**01638 569600** Andy Clark *andy.clark@computerlinks.co.uk*
Microwarehouse	**00353 1 6160400**

Hammer Plc	**01256 868403** Jason Cheung *jasonc@hammerplc.com*
Bell Micro (North)	**0871 230 4847** Jamie Farrelly *jfarrelly@bellmicro.eu*
Bell Micro (South)	**020 8286 5000** Merrill Suckling *msuckling@bellmicro.eu* Penny Alexander *palexander@bellmicro.eu*
Horizon Clarity	**08700 667270** Martin West *martin.west@claritytechnology.co.uk*
DNS Arrow (Availability)	**01423 519000** Anthony Groom *anthony.groom@dnsarrow.co.uk*
DNS Arrow (Security)	**0870 366 8511** Jamie Jennrich *jamie.jennrich@dnsarrow.co.uk*

For up-to-date information about all Symantec products please visit PartnerNet

Confidence in a connected world.

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